

PART II	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.926
	STATE OF HAWAII	1.927
.		1.928

Minimum Qualification Specifications
for the Classes:

VISITOR INFORMATION PROGRAM ASSISTANT I, II & III
(VISITOR INFO PRGM ASST I, II, & III)

Basic Education Requirement:

Graduation from high school or equivalent. Excess experience as described below or experience requiring the ability to read, comprehend, and apply written directions, or a high degree of verbal skill may be substituted for lack of high school education on a year-for-year basis.

Experience Requirements:

Except for the substitutions provided below, applicants must have had progressively responsible experience of the kind and quality described below and in the amounts shown in the following table; or any equivalent combination of training experience.

Class Title	Gen Exp (Yrs)	Spclzd Exp (Yrs)	Supvry Exp (Yrs)	Total Exp (Yrs)
Visitor Info Prgm Asst I	1	0	0	1
Visitor Info Prgm Asst II	1	0	0	1
Visitor Info Prgm Asst III	1	1	**	2

General Experience: Work experience which provided positive evidence that candidates possess patience, tact, and an even temper in meeting and dealing with others.

Special Language Requirement: For Visitor Information Program Assistant II, in order to be considered for appointment and to enter on duty, applicants must possess knowledge of and ability to speak a foreign language in addition to the English language.

Specialized Experience: Work experience involving greeting and assisting the traveling public which included providing to visitors, information of interest relative to traveling within the major islands of the Hawaiian chain (e.g., tourist attractions and activities, hotel accommodations, ground and air transportation, etc.). Such experience must have provided knowledge of the policies and procedures of the Visitor Information Program.

Supervisory Experience: **Applicants for Visitor Information Program Assistant III must demonstrate possession of supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects; by serving as a group or team leader, or in similar work in which opportunities for demonstrating supervisory capabilities exist; by completion of training courses in supervision

accompanied by application of supervisory skills in work assignments; or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitutions Allowed:

Excess Specialized Experience may be substituted for General Experience on a month-for-month basis.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

License Required:

Possession of a valid State of Hawaii Driver's License, Type 3, is required.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position with or without reasonable accommodation will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director of Human Resources Development.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is an amendment to the minimum qualification specification for the classes VISITOR INFORMATION PROGRAM ASSISTANT I, II & III (VISITOR INFO PRGM ASST I, II & III), which was approved on November 16, 1987.

DATE APPROVED: _____

MIKE MCCARTNEY
Director of Human Resources Development